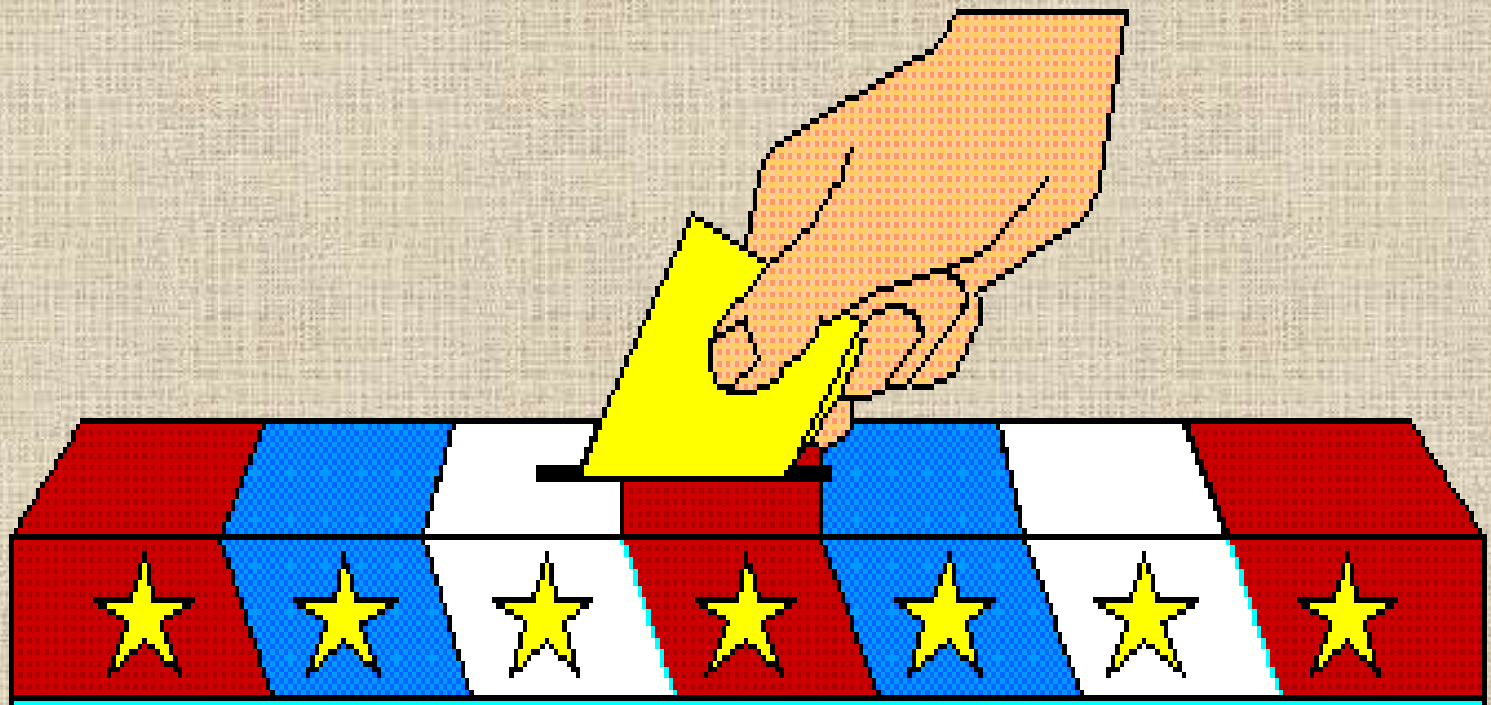


EFFECTIVE FEEDBACK



Overview

- Define Feedback
- Explain Jahari Window Model
- Reasons for Feedback
- Guidelines for Giving Feedback
- Guidelines for Receiving Feedback

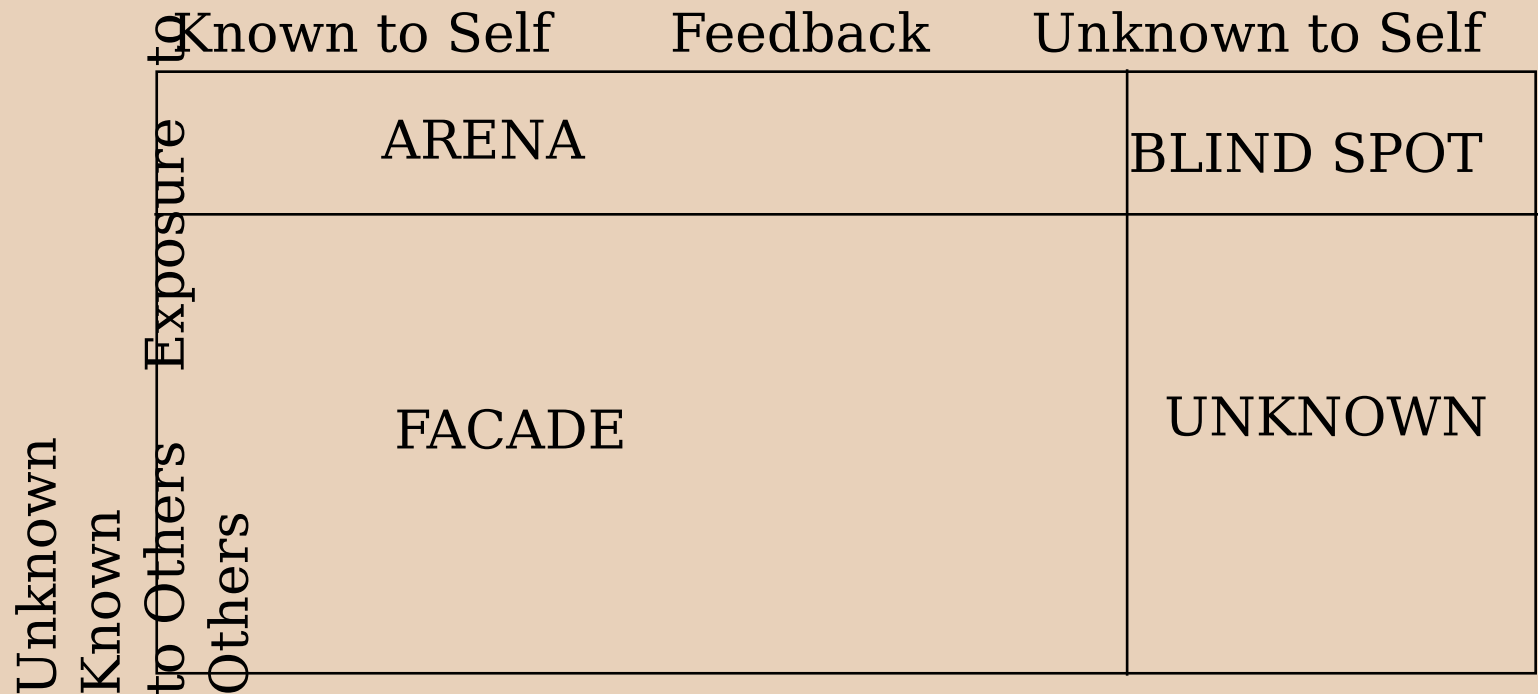
Effective Feedback

A verbal or nonverbal communication to a person or group providing information as to how their behavior is affecting or influencing you (giving feedback). It may also be a reaction by others as to by others as to how your behavior is affecting or influencing them (receiving feedback)

JOHARI Window

<p>ARENA</p> <p>Things I know Things you know</p>	<p>BLIND SPOT</p> <p>Things I do not know</p>
<p>FACADE</p> <p>You don't know I know</p>	<p>Things you know UNKNOWN</p> <p>Things I don't know</p> <p>Things you don't know</p>

JOHARI Window Model



Reasons for Feedback

- Achieve Personal Growth
- Providers find out about Self
- Receiver gains Insight about self
- Create an open environment

How to give Feedback

- There is a willingness to receive it
- Use terms with the least amount of interpretation and accurately describe behavior
- Be timely

Guidelines for Giving Feedback

- It is Specific rather than general
- Focused on behavior
- Takes into account the needs of the receiver
- Directed towards behavior
- Solicited
- Sharing of information rather than advice
- Well timed
- Involves the amount of information receiver can use
- Concerns what is said or done, not why
- Checked for clear communication
- Evaluative not Judgment

Receiving Feedback

- Be Non-defensive
- Ask for more information
- Say you do not want feedback

What to do with Feedback

USE IT

THINK ABOUT IT

FORGET IT

Summary

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